

## Appendix A: Survey and Discussion Questions

**Note:** We also used the following instruments for home care agency workers and clients, with slight adjustments to the language in both the discussion and poll questions to account for different terminology such as “home care worker” instead of “PCA” and “client” instead of “consumer-employer” or “consumer.”

### PCA Sessions (materials translated into Spanish for one session)

#### Discussion Questions

1. Maria takes care of Thomas in his home three days a week. Thomas has not been feeling well lately. He was achy and tired during Maria’s visit two days ago. Thomas has friends and family at his house sometimes. Maria notices that they don’t always wear masks or keep their distance when they visit. Maria has just arrived at Thomas’ house. She is greeted by Thomas who tells her that he had a COVID-19 test yesterday. He says that he really doesn’t think he has COVID. He will get his test results in tomorrow or the next day.

- a. What do you think Maria *should* do in this situation?
- b. What do you think most Personal Care Attendants (PCAs) *would* do in this situation?
- c. Now let’s focus in on PPE—masks, gloves, gowns and other coverings worn to prevent germs from spreading.
  - i. What PPE do you think Maria *should* wear if she is going to stay and care for Thomas, now knowing that he might have COVID-19?
  - ii. Do you think most PCAs *would* wear these types of PPE when their consumer has or might have COVID-19?
  - iii. If not, why not?

2. It is now the morning after Maria’s visit to Thomas. Maria wakes up feeling tired and achy, and her throat hurts a little. She is not too sick, but she doesn’t feel like her usual self. She does not know if Thomas received the results from his COVID-19 test yet. She does know that she has a very busy day ahead with three different consumers to visit.

- a. What do you think Maria *should* do in this situation?
- b. What do you think most PCAs *would* do in this situation?
- c. What could help people like Maria do the right thing to protect themselves when the PCA or a consumer-employer has or might have COVID-19?

3. Personal Care Attendants (PCAs) like you are the real experts in what you do. During—or even after—COVID-19, what changes would you suggest to:

- a. Keep your consumer-employers healthy and safe?
- b. Keep yourself, the people you live with, or your community healthy and safe?
- c. Be able to do your job the way you think it *should* be done?

4. More people will need PCA services now and in the future. Do you have any ideas for what can be done to?

- a. Make sure consumer-employers believe that home care is safe and helpful?
- b. Give PCAs what they need so that they will want to continue doing this work?
- c. Convince new people to start working in personal care?

5. Since COVID-19 started, what has made you most happy or proud about your work as a PCA?

## Polls

Note: unless otherwise noted in parentheses, the response options for each question were: Strongly Agree; Agree; Disagree; Strongly Disagree

1. At least one person I take care of as a PCA lives with me (Yes; No)\*<sup>1</sup>
2. COVID-19 is an illness that people need to take more seriously than they do.
3. COVID-19 has had a big impact on my work.
4. I worry about getting COVID-19 at work.
5. I believe my consumers would tell me if they had COVID-19.
6. I believe my consumers would agree to wear a face mask to protect me from COVID-19 if I asked them to.
7. To cover my nose and mouth when I'm working, I usually wear: (A paper mask; A cloth mask; An N95, KN95 mask or respirator; A face shield only; I don't wear anything to cover my nose and mouth)
8. In addition to a covering for my nose and mouth I also usually wear, check all that apply: (Face shield; Goggles; Gloves; Gown or jumpsuit; Apron; Shoe coverings; Head covering; Something else not on this list; Nothing else)
9. I have been able to get the PPE I need during COVID-19.
10. I have been trained on how to use PPE—including the correct way to put it on and take it off
11. As part of my PPE training, someone watched me practice
12. I could get a COVID test if I wanted one.
13. Testing PCAs for COVID-19 on a regular basis would help protect PCAs and consumers
14. I'd want to be tested for COVID-19 on a regular basis as long as I do not have to pay
15. My consumer would want me to stay away for two weeks if I was exposed to COVID-19.
16. I would continue to be paid if I was out sick with COVID-19.
17. I would be paid extra to take care of a consumer with COVID-19.
18. If I had to quarantine, I could afford to stay home without pay for 2 weeks.
19. If I had to quarantine, I'd have a place to stay where I could keep a safe distance from others.
20. I believe my consumers feel safe having me come into their homes during COVID-19.
21. If a consumer asked me to do my work in a way that is not safe, I would know what to do.
22. I have thought about stopping my work in personal care until after the COVID-19 pandemic is over.
23. If I noticed a problem with safety at work, I would have a way to report my concerns.
24. If I did report my safety concerns, someone would take them seriously.
25. I have good ideas for how PCA care could be made safer for me and my consumers.

## **PCA Consumer Session**

### Discussions

1. Life during the pandemic has changed for nearly everyone. Can you name one or two changes you have seen in your personal care services since the start of the pandemic?
  - a. Have any of these changes made you feel safer getting these services?
  - b. Have any of the changes made you feel less safe?
2. There are a number of steps PCAs and their consumers can take to prevent the spread of COVID-19 and other diseases. These include:
  - Wearing PPE (like masks)

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<sup>1</sup> This question was only asked in the PCA sessions and was omitted in the home care worker sessions.

- Keeping things extra clean--like washing hands carefully or extra cleaning of equipment or surfaces
- Keeping a safe distance from other people
- Taking steps to protect yourself and others if you have or might have COVID

But PPE often has been hard to find during COVID-19, and some people don't like to wear it.

Frequent cleaning of hands and surfaces can be time consuming and hard to remember. Keeping a safe distance is not always possible when providing or receiving PCA services or when PCAs are out in the community. Regular COVID testing isn't widely available and quarantining for up to 2 weeks at a time after possible exposures to COVID can be hard.

Do you think most PCAs and consumers are doing everything possible to protect each other from COVID-19 and other diseases? Why/why not?

3. Consumers like you are the real experts in what's actually happening in personal/home care. What do you think could be done to:
  - a. Make sure PCAs don't take shortcuts or do things that might risk spreading COVID-19 while they are in consumers' homes?
  - b. Help consumers keep the home environment safe for their PCAs?
  - c. Help PCAs avoid getting COVID-19 when they are not at work?
  - d. Help consumers-- and the people they live with -- from doing things that might put them at greater risk of getting COVID-19?
4. Safe and reliable personal/home care services are needed now and in the future. Do you have any ideas for steps that could be taken to:
  - a. Reassure consumers like yourself that personal/home care is helpful and won't put their health at risk?
  - b. Support PCAs so that they will want to keep doing this kind of work?
5. What has made you most happy or satisfied about your experience with PCA care during the pandemic?

### Polls

Note: unless otherwise noted in parentheses, the response options for each question were: Strongly Agree; Agree; Disagree; Strongly Disagree

1. My PCA lives with me (Yes; No)\*<sup>2</sup>
2. Without the help I receive from my PCA, I could not continue to live in my current residence.
3. COVID-19 is an illness that people need to take more seriously than they do.
4. Despite COVID-19, I am able to get all of the personal care services I need.
5. I worry about getting COVID-19 from my PCA.
6. My PCA keeps their hands clean when they are at my home.
7. My PCA always wears a mask when they are at my home.
8. If my PCA was not wearing a mask the right way, I would feel comfortable speaking up.
9. I feel confident that my PCA is doing everything possible to keep me safe during COVID-19.
10. I have made changes in my home to protect my PCA or other visitors from COVID-19
11. I am able to get the PPE I need for my PCA to use when they are in my home.\*<sup>3</sup>
12. I would agree to wear a mask if my PCA asked me to.
13. I would want my PCA to stay away for two weeks if they were exposed to COVID-19
14. I'd want to be tested for COVID-19 on a regular basis as long as I do not have to pay

<sup>2</sup> This question was only asked to the PCA consumers and was omitted from the home care client session.

<sup>3</sup> This question was only asked to the PCA consumers and was omitted from the home care client session.

15. I believe my PCA is well-trained on how to prevent the spread of COVID-19
16. If I had concerns about the safety of my PCA services, I would have someone to report them to.
17. If I did report my safety concerns, they would be taken seriously.
18. I have good ideas for how PCA services could be made safer for me and my PCA